

Value Behind ERA

Today, most health care provider billing offices see the value of doing more than just sending claims through a clearinghouse. One key way that providers are becoming much more efficient is through viewing their remittance advices (ERAs) online. Those facilities that are limited to paper EOBs and checks are only guaranteeing slower payment and reconciliation turnaround times.

The decision to put the important remittance advice data online allows both the facility billing office and GHN-Online's support team to view the actionable details simultaneously, typically 2-5 days faster than mail. Faster online visibility directly affects the timeliness of the appropriate billing team's corrective action that is based on the denial management reporting available with ERAs.

Once your claims are paid, the remittance advice information is available for searching, sorting, and printing individual EOBs. ERAs can then be auto-posted back into your billing system, further saving time. Your GHN representative will provide the enrollment forms for all your payers. Having the full picture, gives both the billing team and the GHN support team the opportunity to discuss opportunities for new business rules/edits that may be put in place to further refine the claim management process going forward.

Why ERA?

Common Industry Challenges

1. Explanation of Benefits (EOB) information typically reaches the facility's billing staff from 2-5 days slower on paper (via mail), compared to electronic transmission.
2. No standard paper EOB layout from payer to payer. Paper storage, simultaneous retrievals, and backup are issues.
3. Posting of the information is not an option outside of manual data entry that is slower and more prone to error than electronic posting.
4. The only visibility that the GHN team has to a paper remittance advice is if the biller faxes the paperwork, which is a slow, manual process. Reporting is not available with manual processing.
5. The facility's stretched resources have less time to work collection balances with inefficient labor intensive processes.
6. ERA capability is now commonplace, potentially affecting your competitiveness.
7. Inventory costs are higher with excess items (fax machines, paper, stamps, letters, envelopes, etc.).

GHN's Solution

1. With timely GHN electronic remittance visibility 2-5 days faster, claims can be reconciled and posted faster.
2. Regardless of payer type, GHN provides an intuitive standard view of the EOB layout down the single EOB level. The information can be retrieved quickly online.
3. Posting is available to further streamline the timing and accuracy of the process getting the information back into your billing system.
4. ERA gives both the facility team and GHN team online visibility to the EOB status faster, so corrective action could be taken faster, even proactively if needed.
5. Increase in productivity becomes evident as staff has more time available to make collection calls on larger balances and other important tasks.
6. It's a competitive advantage to regularly run denial management reports, to proactively evolve best practices, and activate tailored business rules to further minimize future rejections.
7. Lower inventory costs maximize bottom-line returns.

Electronic billing provides substantial benefits, such as reduced paperwork, increased cash flow, and reduced claim rejections. ERA implementation is quick and the rewards are large.

What our clients are saying...

"We've seen immediate benefits from utilizing ERAs from GHN, such as reduced turnaround time on most claims and increased productivity through automated posting."

"We no longer face the labor-intensive limitations of paper EOBs, and have streamlined our operations, gaining greater visibility and minimizing the risk of unnecessary rejections."

About GHN-Online, Inc.

GHN-Online, Inc. is a leading provider of real-time claims management and end-to-end transaction processing solutions. Enterprise-class and HIPAA-compliant, GHN offers the simplest and fastest claims-to-cash solution, anywhere™. With an open architecture that efficiently integrates all stakeholders in the healthcare reimbursement model, GHN solutions drive a 100 percent claims acceptance rate. GHN's intuitive capabilities are moving the industry toward instantaneous, complete and accurate electronic claims transaction processing for thousands of healthcare payers and providers nationwide.

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Claims to Cash, Quicker.™

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